The CapTel phone has greatly improved the quality of my life. As a hard-of-hearing individual who reads lips, the phone is my greatest enemy in the world of communication. However, the CapTel has helped me overcome many of the difficulties I usually face on the phone. With the ability to "read" the other person's words, I am far more confident. My sense of independence has also increased, as I no longer need the assistance of hearing friends or family to make important phone calls. I am very grateful for the chance I have had to use the CapTel, and I would absolutely love to see the CapTel become a permanent, full time service.